Micah Lundquist

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Professional Summary

Dynamic and dedicated IT Help Desk Technician with 1 year of professional hands-on experience delivering exceptional technical support, streamlining IT service management, and fostering customer success. Backed by 5-7 years of hands-on expertise building custom PCs and Laptops and developing programs and websites as a passionate hobbyist. Adept at resolving complex hardware and software issues, optimizing ticketing system workflows, and managing user accounts with precision. Currently advancing expertise through a Bachelor's degree in Software Engineering, complemented by a minor in Cybersecurity and Aerospace Studies in AFROTC, blending technical proficiency with a forward-thinking approach to innovation, security, and leadership.

Work Experience

IT Help Desk Technician

Franciscan University of Steubenville
September 2024 to Present

- IT Service Management
- Ticketing Systems
- Technical Support
- Account Management
- Customer Service/Satisfaction

Line Cook/Cashier

Sawdust Road LLC-Virginia Beach, VA
October 2021 to Present

- Time Management / Multitasking
- Customer Service/Satisfaction
- Employee Relations

Education

Pursuing a Bachelor's degree in Software Engineering with a Minor in Cybersecurity and Aerospace Studies

Franciscan University of Steubenville - Steubenville, OH
August 2024 to Present

Activities and societies: AFROTC Det 730, IEEExtreme, Baja Engineering and Racing Club, IT Help Desk, Intramural Volleyball, DriveU Start-up Development Team Lead

High school diploma

Catholic High School - Virginia Beach, VA
August 2020 to June 2024

Activities and societies: Leader of Robotics Club (11-12), Neuroscience (12), CyberPatriot (11), Golf (10-11), Cross Country (12), Students for Life (10-12), Peer Ministry and Retreat Leader (12), National Honor Society (10-12), Science National Honor Society (10-12), National Math Honor Society (Mu Alpha Theta, 10-12), Latin Honor Society (10-12), Scouting BSA (5-12)

Skills

- Excel/MATLAB
- GitHub
- Technical Support
- Remote Desktop
- IT Support
- Operating Systems
- C++/Java/JS/Python
- DNS
- Windows/MacOS/Linux
- Computer Hardware
- Computer Networking
- Software Troubleshooting
- Customer Support
- Customer Service
- IT Experience
- Computer/Laptop Repair
- Leadership
- Training Others
- Listening
- Public Speaking
- Communication
- Time Management
- Group Work
- Learning Quickly

Achievements

- Eagle Scout Award
- Xerox Award for Innovation and Information Technology

Hobbies and Projects

- Web Development / DNS Management (5 years, 10 Websites)
- PC Building/Hardware Experience (7 years, 4 PCs)
- Laptop Repair/Building / Hardware Experience (4 years, 3 Laptops)
- Microcontroller/Hobby Electronics (5 years)
- Piano (8 years)
- Programming in: Python (8 years), HTML/CSS (7 years), JS (5 years), Java (3 years), C++ (1 year)